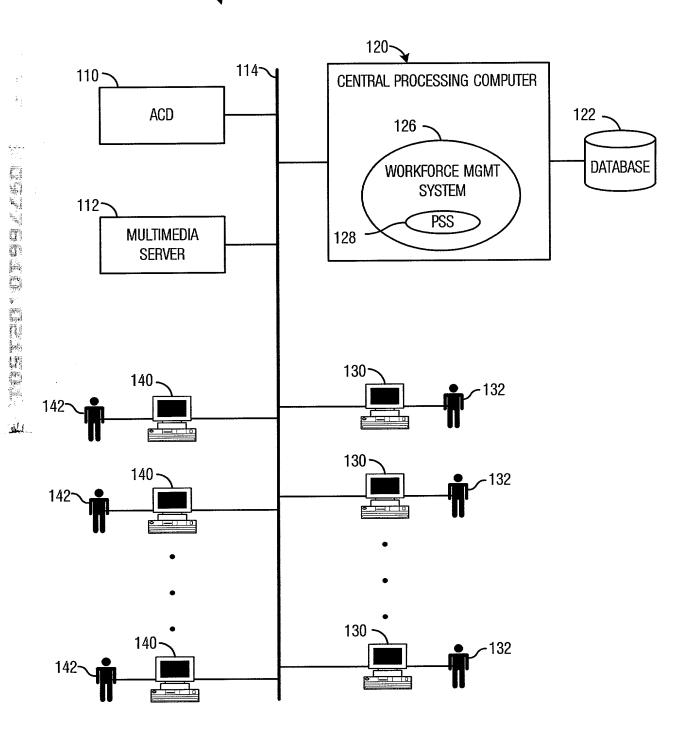
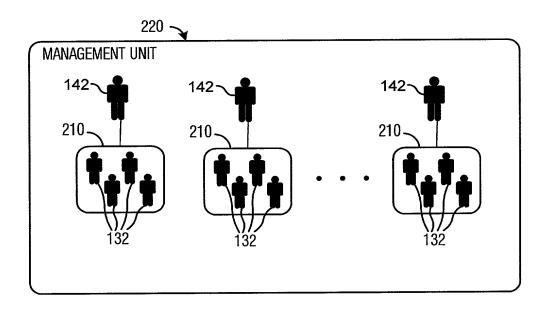
**FIG.** 1

100 👡



*FIG. 2* 



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٢		I		<b>4</b>																	-		Ħ	
		8	_			Value: Mike Shaw	360	agents to enter prefe	Allow agents to print their statistics	Maximum number of past days allowed: 90	370				f	320								>
	Microsoft Internet Explorer	<u>H</u> elp		Q Help	ıtion	▼ Group: Supervisor	310	Choose the columns that will be available for agents to view	thresholds that determine the display of the data.	326 328 330 332	Over Under	Color Thresh	10	15 2000 10 2000	15 2000 10 2000	15 2000 10 2000 11	15 2002 10 0000	15 2000 10 2000	10	15 2000 10 2000	15 2000 10 2000	15 2222 10 2222		<b>-</b>
300	ebStation-Microso	rites		Agent Data	wer Configur	MU: 10 Dallas Sales		Choose the columns t	and set the thresholds			w Column	E C	Z Talk Time	FZ Work Time	☑ Total Time	EZ AHT	EZ AWT	EZ ATT	EZ Out Calls	EZ Out Time	System Time		>
FIG. 3A 3	@ Supervisor WebStation-	File Edit View	4	o Ingoff   Save	<b>」</b> └─			ـــــــــــــــــــــــــــــــــــــ	Newer			Statsviewer												

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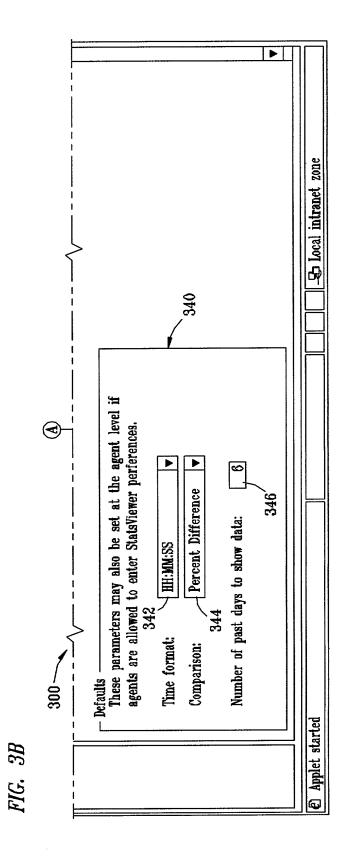
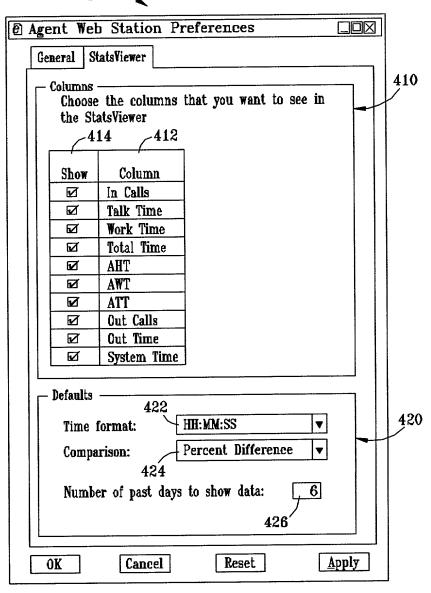


FIG. 4

400 —



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▶ ▼ 00:00 528 00:03:00 00:03:00 00:02:00 00:00:30 00:00:33 00:01:10 00:00:15 00:01:10 00:01:00 00:00:55 00:01:17 00:01:00 Default 00:04:14 00:04:59 00:05:07 00:07:05 00:05:52 90:05:30 90:06:30 90:10:00 00:06:00 00:08:00 00:03:00 0:05:07 516 Comparison: 08:40:45 09:08:00 07:45:00 07:52:00 08:40:45 08:04:00 Talk Time | Work Time | Total Time 07:49:00 05:49:15 01:20:00 01:45:00 5:12:00 00:52:00 1:30:00 5:12:00 ▶ 01:36:45 01:40:45 01:36:45 01:31:00 00:52:00 00:48:00 00:56:15 00:55:00 01:04:00 00:30:00 00:16:00 00:12:00 00:12:00 HH:MH:SS 06:48:00 07:04:00 07:04:00 07:37:00 06:50:00 06:30:00 01:30:00 07:40:00 04:20:00 04:24:00 04:53:00 00:40:00 01:00:00 01:04:00 Time Format: 514-**(E)** 8822344 40 B 8 B 8 0 0 In Calls Explorer  $526^{\circ}$ Chart Data StatsViewer - Maxwell Smart ID 524 -512 @ Agent WebStation-Microsoft Internet -530 To: 06/20/99 Preferences ~534 544 ~526\_528 -542 -510 Spanish Speaking--532 -(q) Texas Service 6/18/99 Totals 6/19/99 Totals 6/20/99 Totals 6/21/99 Totals **Favorites** Texas Sales 06:17:99 Totals MU: 3 Dallas Sales From: 06/14/99 http://totalview/ Print 3 View D oz logoif Edit **(** StatsViewer 522<u>a</u> 522<u>e</u> Schedule 540 522<u>d</u>′ Address  $522\underline{c}$ Tools Viewer 522<u>0</u>-520

FIG. 54 500

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500
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